



State of Wisconsin
Jim Doyle, Governor

CL-10188973-9286

Department of Agriculture, Trade and Consumer Protection
Rod Nilsestuen, Secretary

2007 APR 12 AM 7:41

March 13, 2007

FORD MOTOR CO
STE 331 MD 3NE-B
168000 EXECUTIVE PLAZA DR
DEARBORN MI 48126

RE: File 479310 (Refer to this number when contacting our agency)

NEW LONDON WI

Dear Sir/Madam:

I received a complaint from [redacted] concerning an unsatisfactory transaction with your business.

I am providing you with an opportunity to review and comment on this matter before we investigate further. After reviewing the complaint, please send your written response to [redacted] and to our office within two weeks.

In your response, please include a statement as to your position regarding resolution of this complaint. Your written response is important so your position can be included in the Department's permanent record.

Thank you for your cooperation and prompt response.

Sincerely,

[redacted]
Consumer Specialist
BUREAU OF CONSUMER PROTECTION
FAX: 608 224-4939
E-mail: Andrea.Louden@datcp.state.wi.us

Enc.:
Cc: National Highway Traffic Safety Administration
Center for Auto Safety

Agriculture generates \$51.5 billion for Wisconsin

2811 Agriculture Drive • PO Box 8911 • Madison, WI 53708-8911 • 608-224-5012 • Wisconsin.gov

ET
4/12/07
CC

**Complaint/inquiry received via email/Internet by the
Wisconsin Department of Agriculture, Trade & Consumer Protection**

Moore, Tom S DATCP

From: [REDACTED]
To: hotline@datcp.state.wi.us
Subject: DATCP Hotline E-mail

Complaint or inquiry received via email, internet by the Wisconsin Department of Agriculture, Trade, and Consumer Protection. This complaint and the information provided will be used in efforts to resolve the problem and will typically be shared with the party complained against. It may also be used to enforce applicable state laws. Under Wisconsin's Open Records Law, Wis. Stats. § 19.31, this complaint will be available for public review upon request, after this department's action is completed.

Date Sent: 3-1-2007

Your Information

Name: [REDACTED]
Email Address: [REDACTED]
Address: [REDACTED]
P.O. Box:
City/State: New London, WI
Zip Code: [REDACTED]
County: Outagamie
Home Phone: [REDACTED]
Work Phone: [REDACTED]
Phone me between 8:00 a.m. and 4:00 p.m. at: Work
Best time to call: anytime

Information about the business your complaint is against:

Business Name: Ford Motor Company
Business Address: P.O. Box 6248
Address Line 2:
City/State: Dearborn, MI
Zip Code: 48126
County:
Phone:
Name of the person you talked to: null
Title of the person you talked to:
What product or service did you buy?: Ford F250 Truck

Information About Your Complaint:

Which of the following best describes your first contact with the business?: Email
When did contact first occur?: February 2007
How old is the person who had contact with the business?: 18-64
Was the item advertised?: Not Advertised
When:
Where:
Contract Number:
Amount paid: 30,000
Amount paid by: Financed
Where did you pay the business?: Select one
Did you contact the business about your complaint?: no

Please describe your complaint:

**Complaint/inquiry received via email/internet by the
Wisconsin Department of Agriculture, Trade & Consumer Protection**

Ford Motor company is not standing behind the problems with the spark plug blowing out of the motor (5.4L) This is the third time this has happened to me in 2.5 years and on two separate engines. I have found numerous complaints on the internet regarding the same problem.

How do you feel this complaint should be resolved?

I would like Ford Motor Company to replace the motor and upgrade so that I don't continue to have this problem down the road. My truck is a 2002 so still fairly new. If they aren't willing to resolve this then I would like information on how to file a class action law suit against them as I am sure others would be very willing to also pursue this.

By submitting this form, I state that the information contained is true and accurate to the best of my knowledge.